

Date: March 29, 2013
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Margo Springs, Director of Enterprise Technology Solutions
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Subject: **ETS Department - Cell Phone Audit**

Attached is the Enterprise Technology Solutions Department – Cell Phone Audit report. This performance audit examined and evaluated the operations and internal controls in place for cell phone device management. We have completed the report in accordance with Internal Audit's (IA) Fiscal Year 2012 Audit Work Plan.

If you need any further information please contact me.

Attachment

ETS Department

Cell Phone Audit

March 2013



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Executive Summary

Internal Audit (IA) performed an audit of the management and oversight of cell phone devices by the Communication Technology Services division (CTS) of Enterprise Technology Solutions (ETS). In an effort to gain a better understanding of the internal controls in place for issuing cell phone assets and to understand how CTS coordinates with the various City departments, IA selected 7 City departments, in addition to ETS, for review.

The audit objectives were to provide reasonable assurance that cell phone users were authorized to use a City cell phone device, City cell phone devices were issued to employees who had a business need, and cell phone users were reimbursing the City for personal cell phone use.

While conducting the audit, IA found several internal control weaknesses that impair the effectiveness and efficiency of cell phone device management. Some of the findings included in this report are as follows: incomplete or missing authorization forms, insufficient policies and procedures, inconsistent implementation and tracking of employee reimbursements, and a lack of oversight by management.

The cell phone authorization forms should be signed by the employee, the supervisor, and the department head prior to issuing a cell phone. IA found several cases where the cell phone authorization forms were not properly approved or omitted a reason for issuing the cell phone.

To establish consistency and uniformity across all City departments, cell phone policies and procedures should contain specific guidelines for all City employees to follow. The City of Cincinnati Information and Security Telecommunication Policy (Policy) dated June 2010, Administrative Regulation No. 45 dated June 17, 2010, and the Human Resource Policies and Procedures 9.2 document dated September 17, 2012, lacks pertinent information necessary to properly carryout cell phone policy and procedures. The current Policy does not include the following: a standard reimbursement amount for employees who make personal calls, cell phone replacement limits and charges, text messaging, or information calling regulations.

Currently, Policy states that occasional personal use is permitted; however, City employees are required to reimburse the City for personal cell phone calls on a monthly basis. To ensure employees are reimbursing the City for personal calls and to establish a sense of accountability, an effective system for tracking, monitoring and recording employee's reimbursement payments should be standard practice. While conducting the audit, IA found several inconsistencies in the way City departments review, track, obtain reimbursement for personal use, and account for those reimbursements. Due to several inaccuracies in the reimbursement recording system, IA is unable to provide assurance that employees are reimbursing the City for personal use.

A complete database system ensures that cell phone data is readily available, accurate and reliable. IA found that ETS and several of the other departments audited do not utilize a database system to track cell phone device inventory, cell phone data or cell phone user history.

A strong internal control environment is necessary to deter abuse and misuse of City assets. Although each department is responsible for administering the Telecommunication Policy; Administrative Regulation Number 45 states, "The coordination by ETS is expected to facilitate on a citywide basis: The compliance with the City's Information Security Policy and the Information and Communication Technology Policy." Based on the audit findings, IA has

determined that more oversight is needed to ensure that the City's policies and procedures are being followed.

I. Introduction

Background

CTS operate within ETS providing communication services citywide. Currently the City utilizes AT&T, Cincinnati Bell, Verizon, Sprint and various cell phone plans to meet the needs of cell phone users. There are over 2,000 mobile devices being used by City employees, such as Android phones, Blackberries and iPhones. The impact of an increasing demand for new telecommunications technology has contributed to the rising cost of cellular service. In 2012 the City spent approximately \$1 million for cell phone usage.

ETS is designated as the coordinating agency responsible for facilitating, on a citywide basis, compliance with City information technology policies. City departments are responsible for administering ETS Policy, determining if cell phones are justified with a business need, and approving all cell phone authorization forms.

Cell phone usage is governed by the Information Security Policy Version 3.0 dated June 2010, Administrative Regulation No.45 dated June 17, 2010, and the Human Resource Policies and Procedures 9.2 document dated September 17, 2012.

Audit Selection

The audit was conducted as an agenda item on the 2012 internal audit work plan.

Audit Objectives

The audit objectives were to provide reasonable assurance that cell phone users were authorized to use a City cell phone device, a valid business need existed and cell phone users were reimbursing the City for personal cell phone use.

Audit Scope and Methodology

The audit scope included an evaluation of City cell phone usage for 2011 and 2012. In 2012, there were approximately 2,067 mobile devices issued to employees. Audit methods included a random sample of 207, which was approximately 10% of the total cell phone device population. IA selected 8 City departments for auditing. IA also interviewed ETS staff and various other City department staff, examined cell phone authorization forms, examined cell phone bills, and traced and reviewed reimbursement data to Cincinnati Financial System (CFS).

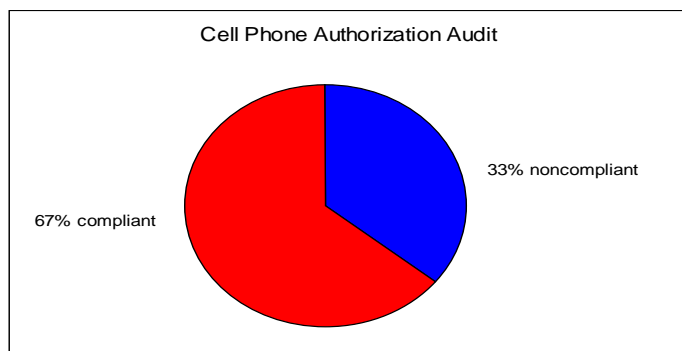
Statement of Auditing Standards

As required by Article II, Section 15 of the City Administrative Code, this audit was conducted in accordance with the Generally Accepted Government Auditing Standards (GAGAS), except for standard 3.96 pertaining to external peer review requirements and standard 3.76 pertaining to staff CPE requirements. These exceptions did not have a material effect on the audit. Audit fieldwork was performed between October 2012 and January 2013.

II. Audit Findings and Recommendations

Authorization forms and cell phone bills were missing or inadequate.

Record keeping is an important function of maintaining proper internal controls. IA selected 207 employees and reviewed authorization forms and cell phone bills for each. The review found 33% of authorization forms were noncompliant. The areas of noncompliance are as follows: 9% were missing, and 24% were not properly approved or did not state an approved business need.



Also, IA found 2% were missing cell phone bills, and some cell phone bills did not have the current user name listed on them. Several authorization forms stated "field use", "field assignment" or "communication" as the purpose for issuing a cell phone. On several forms the purpose for issuing the device was blank, and IA found one form where the justification was a question mark. These reasons are inadequate and do not explain why the device is needed. Finally, one department utilized a stamped signature when approving the forms; a better practice would be to sign the form when authorizing cell phone use.

Two of the departments reviewed have a designated liaison responsible for ensuring that the department is compliant with the Policy. IA found that at these departments internal controls were more apparent. The liaison is responsible for administering all cell phone requests, changes or terminations, and employee reimbursements. The advantage of having a liaison is to ensure that files are properly maintained, and the day to day business operations are carried out according to the Policy.

Recommendation 1:

ETS should ensure a proper business need is documented on all authorization forms, and verify department head signature.

Recommendation 2:

ETS should collaborate with each department to select a telecommunications liaison.

Security agreements for contractors were missing from the file.

ETS staff informed IA that contractors are required to complete a security agreement form indicating that they have read and comply with the rules and restriction stated within. IA found some contractors did not have a security agreement on file and therefore may not be aware of the Policy requirements. Acknowledgement of the Policy and being aware of the requirements is an important part of compliance.

Recommendation 3:

All contractors or consultants should be required to complete a security agreement form and a cell phone authorization form including a detailed business need and the length of the assignment, prior to being issued a City owned cell phone.

There is general noncompliance with the City's Information and Security Telecommunication Policy pertaining to personal use of City issued cell phones.

The purpose of the Policy is to define standards for issuance and usage of telecommunications equipment. Supervisors are responsible for ensuring that effective internal controls are carried out during day to day business operations. Several of the departments audited did not have a reliable system in place for tracking and monitoring employee reimbursements. Current Policy states, "Employees are required to reimburse the City for any costs associated with personal use of City issued telecommunication devices." In many cases, IA was unable to verify that reimbursements were occurring.

There is inconsistent application of policy in the departments. IA found that one department required employees to reimburse for text messaging and information calls while other departments did not, standards for replacement charges of lost phones varied, reimbursement rates for the same carrier differed and the departments view on excessive usage differed. IA also became aware that some employees who may have made or received personal calls are not reimbursing the City unless they have exceeded their allowable talk time minute plan. In this case, supervisors are uncertain about whether the reimbursement policy applies, and what would be the appropriate reimbursement rate to charge employees since there was no additional cost to the City. The ambiguity of the Policy makes uniform enforcement impossible.

Recommendation 4:

ETS should update the Policy to address reimbursements requirements and communicate the new Policy to all of the departments.

The system in place to enforce the Policy is not effective.

The Policy was designed to govern cell phone issuance and usage. Establishing an effective system to enforce the Policy is a key factor in maintaining compliance. Providing oversight, guidance and training demonstrate the type of behavior that is expected. IA found that in many cases internal reviews could have detected areas of noncompliance. Also, according to Policy the departments are to conduct yearly reviews of employees with City issued cell phones and verify that employees still have the cell phone in their possession. IA found that only 1 out of the 8 departments was verifying that the employees still had the cell phone in their possession.

Recommendation 5:

ETS should provide more oversight and guidance to the departments to ensure that citywide policies are being followed. In addition, spot checks of the departments' files and review of internal controls in place for issuing, tracking, and monitoring employees' cell phone usage should be done yearly.

Recommendation 6:

A yearly training session for all departments provided by ETS should be conducted and include topics such as, how to properly manage cell phone devices, control cell phone cost and provide guidance on how to minimize inefficiencies.

Recommendation 7:

A process should be developed to verify employees still have the cell phone in their possession in accordance with the Policy.

Reimbursement reporting is inconsistent.

Accounting data should be useful, comparable, and consistently applied across all departments. IA found that employees' personal use reimbursement payments via payroll deductions are recorded to a miscellaneous revenue account 8939 and employee's reimbursement payments via cash or check is recorded to telephone expense account 7212, which is where the original cell phone expense was charged.

Recommendation 8:

ETS should consult with the Finance Department and research the proper accounting treatment for recording cell phone reimbursements and determine the impact on the financial statements. In addition, an object code for cell phone expense and employee reimbursement payments should be created.

Reimbursement reporting is missing detail.

Employee reimbursement recorded in CFS should contain relevant data such as the employee name and the reimbursement period. IA found that some of the employees' reimbursement recorded to 7212 in CFS does not list employees' names or the period for which they are reimbursing. IA is unable to determine which employees are reimbursing for personal cell phone use.

Recommendation 9:

ETS should ensure that the cell phone reimbursement description fields entered into CFS contain the employee name and the month for which the reimbursement is being made.

A standard reimbursement form is not used citywide.

The departments would benefit from utilizing a standard reimbursement form. IA found a control procedure within ETS that would add uniformity to managing employee reimbursements. ETS utilizes a reimbursement form during the monthly bill review and requires employees and their supervisor to certify that there were either no personal calls or document the amount of personal calls and reimburse accordingly. This is an adequate control procedure for bill review and reimbursement documentation.

Recommendation 10:

ETS should create an electronic version of their reimbursement form and require all departments to utilize this form when reviewing cell phone bills.

Employees' personal cell phone devices are used for City business.

According to the current telecommunication Policy, "Personal devices and cell phones/wireless data services that are not issued by the City of Cincinnati are prohibited from accessing, utilizing or storing City of Cincinnati data." IA found that some employees who do not wish to carry a personal cell phone and a business cell phone are using their personal cell phone for work related purposes. ETS informed IA that an employee's supervisor can waive this requirement by submitting an email request to ETS.

Recommendation 11:

ETS Policy should include criteria for exceptions to policy.

The database management system is insufficient and inadequate.

A complete database system ensures that cell phone data is readily available, accurate and reliable. IA found that ETS and several of the departments do not have a database system in place to efficiently manage cell phones. IA also found several duplicate data records while reviewing the department cell phone user file. A database system would help the departments track cell phone data and user history, which would allow management to easily monitor and review cell phone activity. This includes reassignment of cell phones, reimbursements and any other relevant changes.

Recommendation 12:

ETS should develop a database and distribute a model to the various departments to assist them with managing cell phones, cell phone user activity and employee reimbursements.

Recommendation 13:

ETS should establish procedures to gain control over cell phone inventory to validate that the cell phone system records are accurate.

Cell phones expense is not being monitored by the departments.

Telephone expense account 7212 was created to include all telecommunications expenses such as telephone repairs, faxing expenses, equipment, land line cost and cell phone expenses. Some of the department supervisors were unable to provide IA with a monthly cell phone expense amount, because the telecommunication account includes telecommunication costs other than direct cell phone expense. Some supervisors are unaware of how much their department is spending on cell phones because there is some difficulty involved in tracking cell phone expense. In efforts to obtain cell phone expense data for analyzing historical cost and tracking purposes, managers would have to manually create a report and extract data from CFS and the monthly cell phone bill. Creating a cell phone expense report would allow the department supervisors to run an automated customized cell phone expense tracking report, monitor their cell phone expenses and perform trend analysis. A cost versus benefit analysis report could also be prepared and reviewed by management to ensure that productivity and efficiency goals are met.

Recommendation 14:

ETS should collaborate with the departments to develop a cell phone expense tracking report.

III. Conclusion

The internal controls for managing cell phones within the City have several weaknesses that prevent IA from providing reasonable assurance that cell phone users are properly reimbursing the City for personal cell phone calls. More oversight by ETS is needed to ensure that City policy is being enforced. Furthermore, ETS should update the Policy to establish uniformity and consistent practices. The lack of standardized policy can lead to unfair practices, such as employees who work in a particular department may be held financially responsible for cell phone expenses that other employees are not. Policies and procedures provide an important management control. Cell phone management policies and procedures should be thorough and contain relevant information such as a standard reimbursement rate for personal usage, cell phone replacement limits, criteria for excessive use, and criteria for using personal cell phones.

Cell phone device management and employee reimbursement management would operate more efficiently if the departments utilized a database to track and manage cell phone user devices and reimbursements. Although some of the department's cell phone authorization forms and other pertinent cell phone documentation were properly maintained, inconsistencies, insufficient record keeping and incomplete cell phone authorization forms were found at several of the departments audited. Designating a cell phone liaison at each of the City departments would ensure that the day to day business operations and objectives of the ETS Communications Technology Services Department are being carried out properly.

IV. ETS Department Response

ETS has included IT Security Policy-Version 3.0/Telecom Section as an addendum to this response. This policy details responsibilities for all City departments and ETS, and will be used as a framework for implementing the recommendations for improvement noted in this report.

For several of the recommended improvements, ETS can provide tools, information, and guidance consistent with its role as the City's enterprise IT organization. However, ETS does not have the authority or staffing resources to perform the type of financial oversight of other departments and their employees that is suggested in some of the recommendations. ETS will work with Finance and other departments to complete actions noted below by 6/30/14.

Recommendation 1:

ETS should ensure a proper business need is documented on all authorization forms, and verify department head signature.

Department Response:

Agree. ETS will modify the current annual review spreadsheet to include a field for validation that authorization forms include a proper business need and department head signature.

Recommendation 2:

ETS should collaborate with each department to select a telecommunications liaison.

Department Response:

Agree. Most departments already have a person who performs the telecommunications liaison role. ETS will formally ask all departments to assign someone to this role.

Recommendation 3:

All contractors or consultants should be required to complete a security agreement form and a cell phone authorization form including a detailed business need and the length of the assignment, prior to being issued a City owned cell phone.

Department Response:

Agree. ETS will notify departments of this requirement and assist them in processing the necessary forms.

Recommendation 4:

ETS should update the Policy to address reimbursements requirements and communicate the new Policy to all of the departments.

Department Response:

Agree. This requires guidance from Finance. ETS will work with Finance to update reimbursement requirements and notify departments.

Recommendation 5:

ETS should provide more oversight and guidance to the departments to ensure that citywide policies are being followed. In addition, spot checks of the departments' files and review of internal controls in place for issuing, tracking, and monitoring employees' cell phone usage should be done yearly.

Department Response:

Partially Agree. ETS agrees to provide additional guidance to departments as part of the annual review process that already takes place (as defined in the IT Security Policy/Telecom Section) and in response to the other recommendations for improvement in this report.

However, ETS does not have the authority or resources to perform the type of financial oversight of other departments and their employees that is suggested in this recommendation. As an alternative, ETS will notify the City Manager's office regarding departments that do not comply with the annual review process.

Recommendation 6:

A yearly training session for all departments provided by ETS should be conducted and include topics such as, how to properly manage cell phone devices, control cell phone cost and provide guidance on how to minimize inefficiencies.

Department Response:

Agree. ETS will offer an annual training session.

Recommendation 7:

A process should be developed to verify employees still have the cell phone in their possession in accordance with the Policy.

Department Response:

Agree. ETS will add an additional field to the current annual review spreadsheet, enabling departments to note validation that the employee still has the cell phone in their possession.

Recommendation 8:

ETS should consult with the Finance Department and research the proper accounting treatment for recording cell phone reimbursements and determine the impact on the financial statements. In addition, an object code for cell phone expense and employee reimbursement payments should be created.

Department Response:

Agree. This requires action from Finance. ETS will work with Finance on this issue.

Recommendation 9:

ETS should ensure that the cell phone reimbursement description fields entered into CFS contain the employee name and the month for which the reimbursement is being made.

Department Response:

Agree. This requires action from Finance. ETS will work with Finance on this issue.

Recommendation 10:

ETS should create an electronic version of their reimbursement form and require all departments to utilize this form when reviewing cell phone bills.

Department Response:

Agree. ETS will post a standard, required reimbursement form for use by all departments.

Recommendation 11:

ETS Policy should include criteria for exceptions to policy.

Department Response:

Agree. ETS updated the personal device policy and associated form on 2/19/13.

Recommendation 12:

ETS should develop a database and distribute a model to the various departments to assist them with managing cell phones, cell phone user activity and employee reimbursements.

Department Response:

Agree. However, instead of internally developing an application to do this, ETS proposes utilizing a vendor-provided telecom expense management solution. This may result in additional charges per month per mobile line to cover the cost of the solution.

Recommendation 13:

ETS should establish procedures to gain control over cell phone inventory to validate that the cell phone system records are accurate.

Department Response:

Agree. ETS proposes utilizing a vendor-provided telecom expense management solution to address this issue. (The same solution proposed for Recommendation #12).

Recommendation 14:

ETS should collaborate with the departments to develop a cell phone expense tracking report.

Department Response:

Agree. ETS proposes utilizing a vendor-provided telecom expense management solution to address this issue. (The same solution proposed for Recommendations #12 and #13).

Telecommunications

1.0 Purpose: The purpose of this policy is to define standards for issuance and usage of telecommunications equipment. These conditions are designed to protect the confidentiality, integrity, and availability of City of Cincinnati IT assets that maintain and improve the efficiency of City operations. Telecommunications devices are intended to help in rapidly facilitating communications between departments and employees throughout the City of Cincinnati. The following conditions must be followed to minimize the risk of security breaches of the City of Cincinnati's IT assets. Security breaches may result in: unauthorized and/or malicious use of the City's data, data networks, and IT assets; dissemination, loss or destruction of sensitive data, intellectual property, and/or personal information; damage to public image; damage to critical City of Cincinnati internal systems, etc.

2.0 Scope: This policy applies to all City of Cincinnati users utilize City issued cell phones, pagers, facsimile machines, desk phones, and wireless data devices such as, but not limited to, Blackberries and Treo's. The policy covers conditions for initial access, as well as ongoing responsibilities.

3.0 Initial Deployment - Authorization, Acknowledgements and Responsibilities

1. Each department is responsible for administering this policy for its employees.
2. A City Department Head must authorize employees to be issued telecommunications equipment.
3. Personal devices and cell phones/ wireless data devices that are not issued by the City of Cincinnati are prohibited from connecting to the City of Cincinnati network.
4. Personal devices and cell phones/ wireless data devices that are not issued by the City of Cincinnati are prohibited from accessing, utilizing, or storing City of Cincinnati data.
5. The employee will sign the Cell Phone/Wireless Data Device Authorization Form (City of Cincinnati Information Security Policy pg.102), before a cell phone or wireless data device is issued. That form must then be sent to their supervisor for approval, and then sent to their department head for final approval. Once the form is completed, it should be sent to the Enterprise Technology Solutions Department (ETS) Communications technology Services (CTS), along with any orders for new cell phones or wireless data devices.
6. Cell phones and wireless data devices should only be distributed to employees when there is a value and approved business need for the Department and/or the City.
7. City issued cell phones, pagers, facsimile machines, desk phones, and wireless data devices are intended for official City of Cincinnati Business use.
8. Occasional personal use of telecommunications equipment is permitted; however, it must be responsible and clearly incidental to business use.
9. Departments are to review their employee's city issued cell phones, pagers, facsimile machines, desk phones, and wireless data devices charges monthly, and keep evidence of all reviews for future audits.

10. Departments are to conduct yearly reviews of employees with City issued cell phones, pagers, facsimile machines, desk phones, and wireless data devices to verify that a value and approved business need for the Department and/or the City still exists, and that the employee still have the telecommunications equipment in their possession.
11. Yearly, the ETS/CTS will provide the department a list of cell phones and wireless data devices billed to the department. Departments should review and update the list and respond back to ETS/CTS with any updates by March 31st of each year.
12. The Department will provide the employee with a copy of, or access to the City of Cincinnati's security policies.
13. Upon request, the department will assist the ETS Director, or designee, and the ISO, or designee in investigating a possible incident involving an individual's telecommunications device.
14. The Department shall immediately notify the ETS Director, or designee, and the ISO, or designee of any situations when an individual's telecommunications access has been or is at risk of being abused or compromised, or through it, allowed other IT assets to be abused or compromised.

4.0 Ongoing Support - Authorization, Acknowledgements and Responsibilities

1. Employees are required to reimburse the City for any costs associated with personal use of City issued telecommunications devices.
2. All personal use must be clearly incidental to business use.
3. Employees must safeguard any telecommunications equipment in their possession.
4. The loss of any telecommunications equipment shall be reported to the employee's supervisor immediately. If theft is suspected, the police should be immediately notified as well.
5. When possible and practical, desk phones should be used instead of cell phones.
6. When an employee no longer needs the telecommunications equipment, or when an employee terminates employment with any City department, the employee shall return any telecommunications equipment to that department. The department should return the equipment to ETS/CTS unless reassigning it to another employee, in which case ETS/CTS should be notified of the change.
7. All messages sent and received, including personal messages, and all data stored within the device and voicemail system are City of Cincinnati property regardless of the content.
8. Portable telecommunication devices, such as cell phones, Blackberries and Treo's are required to be locked when not in use and password protected to prevent unauthorized unlocking of the device.
9. Employees are responsible for and are subject to the records retention requirements set forth by the department for all messages and data sent, received and stored within the device.
10. Any employee with excessive usage costs may be subject to an immediate audit of their usage.
11. Personal costs not reimbursed by the employee at the time of the audit may be considered theft and will result in appropriate corrective action.
12. Any attempt to visit inappropriate sites, such as but not limited to, pornography, non-work related material, proxy sites, remote access sites, etc. is prohibited.

13. Repeat non compliance with this policy and/or failure to remain within allotted minutes, costs, etc, shall result in progressive corrective action and may result in loss of cell phone or wireless data device and privileges.

14. Telecommunications devices with Internet access or email access are subject to the same rules and regulations as stated in both the Internet User policy and the email use policy.

15. Telecommunications equipment use is monitored. The City of Cincinnati will disable any account found to be in violation of this policy. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel will provide the evidence of such monitoring to law enforcement officials.

5.0 Support/ETS Authority and Responsibilities

1. ETS/CTS will provide call details monthly to departments whom have employees with cell phones or wireless data devices so those employees can reimburse the City for any personal use.

2. Yearly, the ETS/CTS will provide the department a list of cell phones and wireless data devices billed to the department.

3. The City of Cincinnati reserves the right to revoke telecommunications access privileges at any time without prior notice.

4. The City of Cincinnati reserves the right to access all of its telecommunications equipment at any time, at its sole and exclusive discretion, without prior notice to the user.

5. The City of Cincinnati reserves the right to change this policy as security and business policies are updated.

6. Investigation of telecommunication abuse in any way, shape or form will be conducted by the ETS Director, or designee, and the ISO, or designee and, if needed, with the full cooperation of the employees supervisor.

7. Termination of an individual's telecommunications access privileges include: disabling their telecommunications access and collecting any telecommunications equipment issued.

8. In the event a violation of the rules or restrictions set forth in this policy occurs, disciplinary action may include, but is not limited to the following: a verbal reprimand, a written reprimand, termination, or permanently revoking privileges' and will be consistent with City of Cincinnati Human Resources Policies and Procedures. Copies of the report detailing the incident will be forwarded to Human Resources (HR) and the City Manager.

City of Cincinnati Version 3.0
Information Security Policy June 2010

Cell Phone / Wireless Data Device Authorization Form

I have read and understand the City of Cincinnati Information Security Policy-Telecommunications (pg.90-92) in its entirety and understand the restrictions and rules stated within. By signing below I hereby agree to comply by the rules and restrictions stated. I understand that a violation of the rules or restrictions may result in possible revocation of the City of Cincinnati Information Technology asset access privileges being requested and possible disciplinary action.

THE FOLLOWING INFORMATION IS REQUIRED

Employee Name (Print): _____

Department and division of employment: _____

Employee Phone #: _____ **Employee E-Mail Address:** _____

Employee Signature: _____ **Date:** _____

Supervisor Department/Division: _____

Supervisor Signature: _____ **Date:** _____

Supervisor Phone #: _____ **Supervisor E-Mail Address:** _____

Dept. Head Signature: _____ **Date:** _____

Purpose For Telecommunications Device: _____

Telecommunications Device Requested (Cell Phone, Blackberry, Treo, Other):

WARNING: Do not write in the section below. (CTS Use Only)

Telecommunications Device Issued: _____

Telecommunications Device Serial Number: _____

Telecommunications Device ASN Number: _____

Telecommunications Device Phone Number: _____

Telecommunications Device Issued By: _____ **Date:** _____

Approved By: _____ **Date:** _____